

Social Skills

VOCATIONAL/WORK SKILLS

Interviewing for a Job

Asking for Feedback about Job Performance

Responding to Criticism from a Supervisor

Following Verbal Instructions

Joining Ongoing Conversations at Work

Solving Problems

Social Skills

Interviewing for a Job

- Step 1.** Make eye contact with the interviewer.
- Step 2.** Shake the interviewer's hand and introduce yourself. Remember to use a confident voice tone.
- Step 3.** Tell the interviewer why you are interested in the job.
- Step 4.** Answer any job-related questions the interviewer asks you.
- Step 5.** Thank the interviewer for their time.

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Asking for Feedback About Job Performance

- Step 1.** Identify an area of your job that you would like some feedback about.
- Step 2.** Request feedback from the appropriate person. Say something like:

“I’m interested in knowing how you think I am doing with _____ . I would like to talk to you about it when you have a chance.”
- Step 3.** Listen carefully to the person’s response, especially any suggestions that they may make.
- Step 4.** If you do not understand the suggestions, ask the person to clarify them.
- Step 5.** Thank the person for their time.

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Responding to Criticism from a Supervisor

- Step 1.** Without interrupting or getting angry, listen carefully to what is being said to you.
- Step 2.** Repeat back what your supervisor said.
- Step 3.** Ask your supervisor what you can do to improve the situation.
- Step 4.** If you do not understand what was said, continue to ask questions until it becomes clear.

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Following Verbal Instructions

- Step 1.** Listen carefully to the person giving instructions.
- Step 2.** If you are confused about what was said, ask the person to repeat the instructions.
- Step 3.** Repeat back the instructions to the person.
- Step 4.** Ask more questions if you still do not understand.

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Joining Ongoing Conversations at Work

- Step 1.** Wait for a break or a pause in the flow of the conversation.
- Step 2.** Say something like “Mind if I join you?”
- Step 3.** Say things related to the conversation topic.

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Solving Problems

- Step 1.** Define the problem.
- Step 2.** Use brainstorming to generate a list of possible solutions.
- Step 3.** Identify the advantages and disadvantages of each solution.
- Step 4.** Select the best solution or combination of solutions.
- Step 5.** Plan how to carry out the best solution.
- Step 6.** Follow up the plan at a later time.